

Date Mailed April 26, 2001
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BEFORE THE  
PUBLIC SERVICE COMMISSION OF WISCONSIN

Investigation Into an Alternative Regulatory Plan and Other Relief  
Respecting the Retail Service Quality of Wisconsin Bell, Inc., d/b/a  
Ameritech Wisconsin

6720-TI-166

**NOTICE OF PREHEARING CONFERENCE AND HEARING**

<b>Prehearing Conference Date:</b>	<b>Monday, April 30, 2001 – 10:00 a.m.</b>
<b>Conference Location:</b>	<b>Public Service Commission, 610 North Whitney Way, Madison, WI</b>
<b>Proposal Due from Ameritech Wisconsin:</b>	<b>At Prehearing Conference</b>
<b>Proposals Due from Other Parties:</b>	<b>At Prehearing Conference</b>

<b>Hearing Date:</b>	<b>Monday, May 7, 2001 – 9:00 a.m.</b>
<b>Hearing Location:</b>	<b>Amnicon Falls Hearing Room, Public Service Commission, 610 North Whitney Way, Madison, WI</b>

On October 24, 2000, Ameritech Wisconsin and the Commission signed a Consent Order providing for credits and payments to customers affected by Ameritech's service quality deficiencies during May to September 2000. On December 5, 2000, the Commission issued a Notice of Proceeding and Assessment of Costs (Notice) in this docket commencing an investigation into improved means of assuring better protection for Ameritech's retail consumers.

At its open meeting of April 24, 2001, the Commission directed that the Administrative Law Judge proceed expeditiously in this matter.

The December Notice stated that other forms of relief in this proceeding may be considered, including an alternative regulatory plan under Wis. Stat. § 196.196, and/or possible structural separation of retail and wholesale operations. However, the prehearing and hearing noticed herein will be limited to addressing Ameritech's retail service quality guarantees on an

interim temporary basis. Specifically, the hearing will address repair and installation intervals, missed repair and installation appointments and the class or classes of retail customers that may be covered by a service guarantee program.

The Commission realizes that competitive local exchange carriers (CLECs), some of whom have sought party status in this proceeding, have concerns with Ameritech's wholesale service quality. Given the limited focus of the hearing, the CLECs may comment on Ameritech's proposed plan for retail service quality and provide such other testimony on the extent to which a retail service guarantee program may affect aspects of Ameritech's wholesale service quality. No other testimony shall be considered at this time.

**NOTICE IS GIVEN** that the Commission will hold a prehearing conference on Monday, April 30, 2001, at 10:00 a.m. in the Amnicon Falls Hearing Room at the Public Service Commission Building, 610 North Whitney Way, Madison, Wisconsin, and continuing at times to be set by the presiding Administrative Law Judge. This building is accessible to people in wheelchairs through the Whitney Way first floor (lobby) entrance. Parking for people with disabilities is available on the south side of the building. Any person with a disability who needs additional accommodations should contact the case coordinator listed below.

The prehearing conference is being held to discuss any matters that will facilitate the hearing.

Persons who consider themselves to be potential parties should participate in the prehearing conference. The Commission has received requests for party status from McLeodUSA Telecommunications Services, Inc., the Citizens' Utility Board, Time Warner Telecom, TDS Metrocom, and the Wisconsin Department of Justice, and will be ruling on these requests. No other persons have sought party status and no other requests will be considered.

Ameritech shall file a credit proposal at or before the April 30, 2001 prehearing conference. Other parties wishing to propose a credit program or briefly comment on Ameritech's program, shall file any proposals of their own at or before the prehearing conference on April 30, 2001. Proposals shall include a description of how amounts would be determined, what events trigger credits, which customers are eligible, and any exclusions. Parties should file with the Commission an original and 15 copies, and shall provide a copy to each party on the service list.

This is a Class 1 proceeding as defined in Wis. Stat. § 227.01(3)(a).

A hearing will be held beginning on Monday, May 7, 2001, at 9:00 a.m. in the Amnicon Falls Hearing Room at the Public Service Commission Building, 610 North Whitney Way, Madison, Wisconsin, and continuing at times to be set by the presiding Administrative Law Judge (ALJ). This building is accessible to people in wheelchairs through the Whitney Way first floor (lobby) entrance. Parking for people with disabilities is available on the south side of the

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building. Any person with a disability who needs additional accommodations should contact the case coordinator listed below.

The Commission does not discriminate on the basis of disability in the provision of programs, services, or employment. Any person with a disability who needs accommodations to participate in this proceeding or who needs to obtain this document in a different format should contact the docket coordinator listed below.

Questions from the media may be directed to Jeffrey L. Butson, Public Affairs Director at (608) 267-0912.

Questions from others regarding this matter may be directed to docket coordinator Christopher Larson at (608) 267-9508.

Dated at Madison, Wisconsin, \_\_\_\_\_

By the Commission:

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David C. Whitcomb  
Administrative Law Judge

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